



RISK MANAGEMENT SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of technical and complex paraprofessional responsibilities involved with the Risk Management section, including the administration of the City's self-insured workers' compensation and liability claims program, and the City Employee Safety Program.

Supervision Received and Exercised:

Receives general supervision from the Risk Manager.

May provide direction to administrative staff assigned to the section.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

Workers' Compensation:

- Work with supervisors and employees to ensure the proper and timely reporting of all the job injuries suffered by city employees; facilitate employees receiving immediate medical attention for serious injuries; prepares and maintains occupational injury reports and files using computer system.
- In consultation with the Risk Manager, make arrangements for further investigation of claims, additional medical evaluation, vocational rehabilitation consultation, or medical case management; review resultant reports; assist employees in any needed return to work efforts.
- Serve as liaison with the City payroll section as regards to the integration of approved workers' compensation benefits with employee pay entitlements.
- Prepares a variety of correspondence to employees, workers' compensation agencies, medical providers, and City staff regarding the status of injured employees, medical treatment rendered, time-off policies, and information related to insurance.

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Claims and Liability:

- Assists the Claims Officer in processing liability, automobile, and property claims against the City.
- Takes claims as reported by claimants, both internal and external; provides first line of contact with new claimants and informs them of the claim processing form; instructs claimants the obligations of the claims process.
- Set up files to track claimant information; assures all information remains in recoverable claims files; follows up with claimants through the process to gather additional information; makes payment on settled claims with the guidance of the Claims Officer and the Risk Manager; obtain claims releases from claimants.
- Maintains database of Certificates of Insurance for citywide events and contracts to ensure proper coverage and protect the City's interest; corresponds with other cities agencies, insurance companies and city departments regarding insurance information.

Safety:

- Assists the Risk Manager in implementing City-wide safety compliance activities; monitors safety related losses in the City; monitors required OSHA training.
- Assists in reviewing and selecting training and safety related contractors and vendors; monitors training and compliance activities of city departments.
- Maintain and oversee several safety programs, including prescription safety glasses, Hepatitis A& B vaccinations, and recertification of Commercial Driver License (CDL) employees.
- Schedules and attends various safety meetings with departments; answers safety related questions and responds to issues as directed by the Risk Manager.
- Create safety manuals; update as necessary; establish and maintain various safety records and reports to ensure compliance with safety and training programs.
- Maintains the Risk Management website to offer the city staff safety, regulatory and claim information that is easily accessible to all.
- Perform related duties as assigned.

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Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible clerical experience, including two years of experience in workers' compensation, claims and liability processing, safety, or a closely related field.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level or equivalent classes in risk management, occupational safety (OSHA), or related areas.

Licenses/Certifications:

Certification in Workers' Compensation Claims Administration and/or Associate in Claims (AIC) is desirable.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 0430

Salary Range: 20

FLSA: Non-Exempt